

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Renaissance Marble & Granite

#### New Jersey Manufacturing Extension Program

#### Renaissance Marble & Granite Increases Sales with Lean

##### Client Profile:

Renaissance Marble and Granite has been fabricating and installing natural stone, quartz, and solid surface products for commercial, manufacturing and residential customers since 1989. Renaissance employs 65 people at its facility in Blackwood, New Jersey.

##### Situation:

A referral by a county college sent Renaissance Marble & Granite to the New Jersey Manufacturing Extension Program (NJMEP), a NIST MEP network affiliate, for the purpose of increasing efficiency and effectiveness within the company.

##### Solution:

NJMEP's Field Agent Ron Eleuteri visited Renaissance and held strategic meetings with management and employees to obtain thorough knowledge of organizational practices in order to develop a strategic plan and implementation schedule. Agent Eleuteri provided Lean Overview Training and laid out a program for the staff to learn Value Stream Mapping. Renaissance implemented the processes they learned and developed an Enterprise Mapping Event to determine business priorities and also implemented specific Kaizen events to create flow, balance and quality gains. As a result of NJMEP's assistance, Renaissance has experienced increased customer satisfaction, new residential and commercial sales, and increased cash flow.

##### Results:

- \* Reduced lead time from 12 days to 4 days.
- \* Increased quality from 82 percent to 95 percent.
- \* Increased on-time delivery from 83 percent to 97 percent.
- \* Reduced overtime by 75 percent.
- \* Reduced changeover time from 4 hours to 90 minutes.

##### Testimonial:

"NJMEP has brought us from the 1980s to the present with Lean thinking and implementation. Had it not been for their vision and direction, I do not think we would have been able to weather the storm with this severe economic downturn. We will continue to work with NJMEP based on our success thus far. We are very pleased with the approach, challenging thinking, and experience on their part."

Aaron Boucher, Director of Human Resources